

Customer Case Study



Boosting Profitability at the American Hospital

Streamlining 58% of non-value-added activities to unlock capacity and scale performance



American Hospital in Dubai

 **Dubai, United Arab Emirates**



Lab Profile

A leading private healthcare provider, first in the Middle East with JCI accreditation and a CAP-accredited lab. A Mayo Clinic Care Network member, delivering world-class care across seven UAE clinics.

Key figures:

- Hub & Spoke
- Private Lab Network
- 7 Sites
- 3300 test per day
- 1000 tubes per day



Challenges

- Workforce inefficiencies
- Underutilized assets and facilities
- Limited lab service offerings
- Lack of scalability for growth



Risks

- Escalating costs and high staff turnover
- Expensive footprint and compliance risks
- Lab send-outs result in higher costs and lower profitability
- Missed opportunities for growth



Solution and Outcomes

By centralizing data access and streamlining turnaround times, the lab **increased testing capacity by 157%**, enabling faster clinical decision-making and laying the foundation for scalable growth and improved patient care.

Cutting-edge lab design

- ✓ Loading capacity: **1000 Tubes/hr**
- ✓ Total throughput: **4.480 Tests/hr**
- ✓ Reagent capacity: **225 assays**
- ✓ Sample storage capacity: **>15.000**

Streamlined workflow

- ✓ Increased accuracy and precision
- ✓ Faster turn around time
- ✓ Reduced operational cost
- ✓ Increased throughput efficiency
- ✓ Standardized processes
- ✓ Reduced human error

↓58%

non-value-added steps removed
(from 48 to 20 steps)

↓50%

less analyzers
(from 4 to 2 analyzers)

↓6 min

Average TAT time decreased
(from 42 to 38 min)

Experience Next-level Efficiency with Atellica Systems

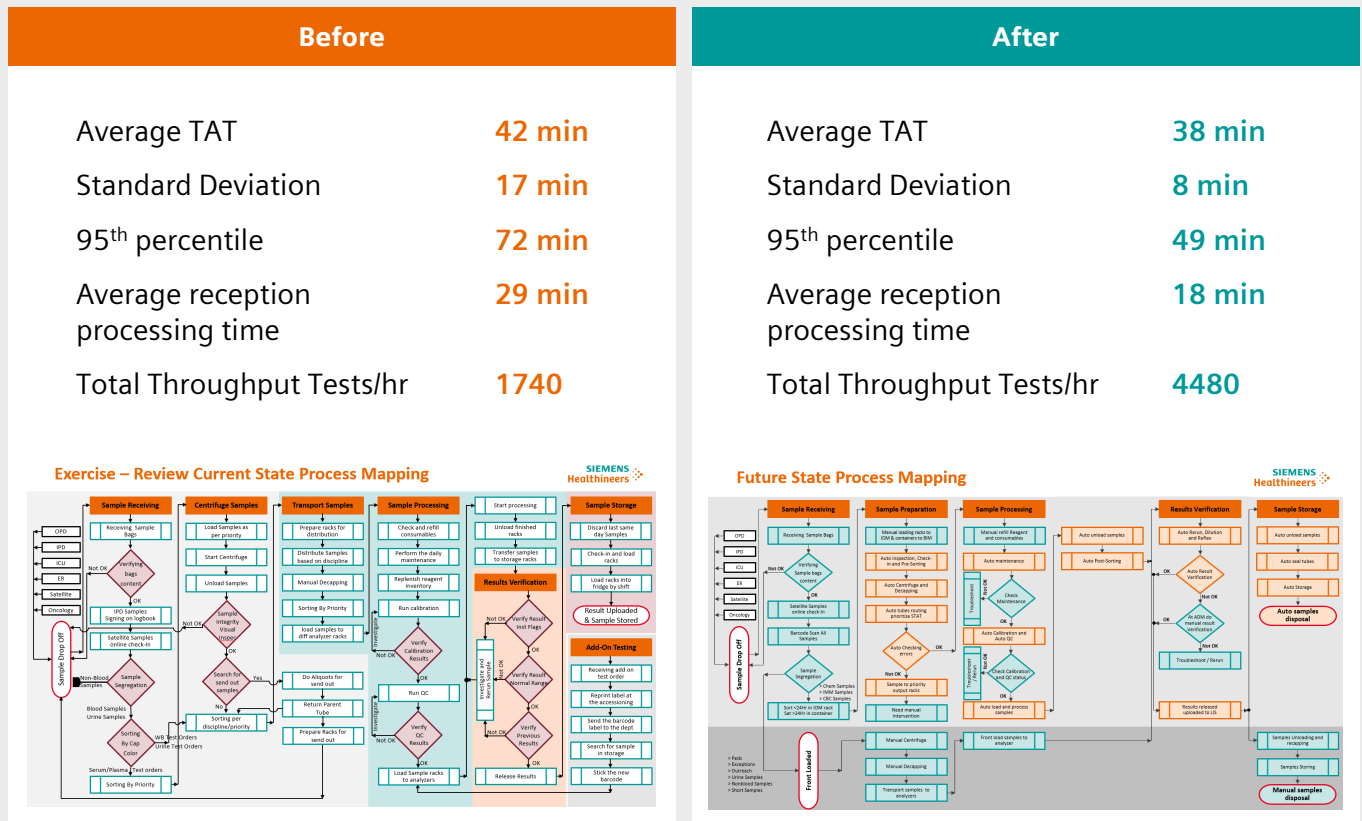
<https://www.siemens-healthineers.com/laboratory-automation>

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Evolving American Hospital Laboratory Operations

Streamlining 58% of non-value-added activities to unlock capacity and scale performance

Solution and Outcomes



Configuration: 2 Atellica Solution systems + Atellica Diagnostics IT + Total Lab Automation

Success Factors

- 1** Flexible, scalable solution adopted to fuel continued health system growth
- 2** End-to-end lab solution reduced manual tasks and optimized staff efficiency

“The Siemens [Healthineers] model serves as an important foundation for any project aiming to implement a comprehensive laboratory solution, providing valuable insights into the true obstacles and viable approaches for addressing them. Early initiation of process mapping enables the team to anticipate the desired outcomes and equip themselves accordingly.”

— A former senior laboratory director at the American Hospital

The statements by Siemens Healthineers' customers described herein are based on results that were achieved in the customer's unique setting. Because there is no "typical" hospital or laboratory and many variables exist (e.g., hospital size, sample mix, case mix, level of IT and/or automation adoption) there can be no guarantee that other customers will achieve the same results.

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